

LOS ANGELES COUNTY COMMISSION ON HIV

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STANDARDS OF CARE COMMITTEE MEETING MINUTES



December 3, 2009

MEMBERS PRESENT	MEMBERS ABSENT	PUBLIC	HIV EPI AND OAPP STAFF	COMM STAFF/ CONSULTANTS
Angėlica Palmeros, Co-Chair	Louis Guitron	Aaron Fox	None	Jane Nachazel
Fariba Younai, Co-Chair	Brad Land	Miki Jackson		Glenda Pinney
Mark Davis	Jennifer Sayles	Quentin O'Brien		Doris Reed
David Giugni		Dean Page		Craig Vincent-Jones
Terry Goddard		Jason Wise		
Jenny O'Malley				
Everardo Orozco				
Carlos Vega-Matos				

CONTENTS OF COMMITTEE PACKET

- 1) Agenda: Standards of Care Committee Agenda, 12/3/2009
- 2) Minutes: Standards of Care Committee Meeting Minutes, 11/5/2009
- 3) Model: Capacity Resource Model: MOP, 11/4/2009
- 4) Standards Comments: Medical Outpatient Services, Adam Ouderkirk, 12/3/2009
- 5) Standards of Care: Medical Outpatient Services, 12/2/2009
- 6) Standards Comments: Case Management, Housing, Carlos Vega-Matos, 12/3/2009
- 7) Standards Comments: Case Management, Housing, Thanh Doan, 11/5/2009
- 8) Standards Comments: Case Management, Housing, Miguel Fernandez, 11/5/2009
- 9) Standards of Care: Case Management, Housing, 11/3/2009
- 10) Standards Comments: Residential, Transitional Services, Carlos Vega-Matos, 11/20/2009
- 11) Standards of Care: Residential, Transitional Services, 8/28/2009
- 12) **Table**: Literature Review: Best Practices for Mental Health Care, 11/3/2009 (revised)
- 13) **Table**: Applying "Evaluating Service Effectiveness" Methodology in FY 2009: Plan and Timeline, 11/3/2009 (update)
- 14) Program/Planning News: LA County's Response to the Need for HIV Oral Health Care Services, 11/9/2009
- 1. **CALL TO ORDER**: Ms. Palmeros called the meeting to order at 9:20 am.
- 2. APPROVAL OF AGENDA:

MOTION #1: Approve the Agenda Order, as presented (*Passed by Consensus*).

- 3. APPROVAL OF MEETING MINUTES:
 - MOTION #2: Minutes from the 11/5/2009 Standards of Care (SOC) Committee meeting approved (*Passed by Consensus*).
- 4. **PUBLIC COMMENT, NON-AGENDIZED**: There were no comments.
- 5. COMMISSION COMMENT, NON-AGENDIZED:
 - Dr. Davis reported that the 11/9/2009 Oral Health Services provider meeting at the Office of AIDS Programs and Policy
 (OAPP) was productive. There are no contracts yet, but new contracts will be augmented and providers will submit invoices
 for laboratory fee reimbursement; the previously developed laboratory fee schedule was not useful due to wide variations in

- costs. OAPP will augment USC's Oral Health Services funding so thy can provide more endodontic care and reduce the burden on UCLA. It was noted that Part F funding is available for educational institutions and any agency that offers an educational component.
- Some providers charge co-payments. Dr. Davis said that although Health Resources and Services Administration (HRSA) limits co-payments to 5% per year, tracking is poor. Mr. Vincent-Jones noted that per HRSA, clients below a certain income level may be exempt from co-payments, and promised to follow-up and get more guidance. It was suggested that the Committee submit written questions to OAPP for clarification. In addition, OAPP will investigate whether providers are turning people away, rather than creating waiting lists.
- Mr. Vincent-Jones said that the Spanish-language version of the Program/Planning News issue on Oral Health Care Services is almost completed. Mr. Vincent-Jones stated that an information section for oral health and other services as needed, will be added to the Commission's website.
- Mr. Vincent-Jones expressed concern about OAPP's formal representation at the SOC meetings, and said he would address it directly with Mario Pérez. He noted, however, that Mr. Vega-Matos has been attending diligently since he was assigned to the Committee.
- The Committee agreed to formally request an update from OAPP regarding the release of the Medical Outpatient Request for Proposal (RFP) and its coordination with the Medical Care Coordination RFP.
- 6. **PUBLIC/COMMISSION COMMENT FOLLOW-UP**: There were no comments.
- 7. **CO-CHAIRS' REPORT**: There was no report.

8. STANDARDS OF CARE:

- A. Medical Outpatient Services (MO):
 - Mr. Vincent-Jones updated both the medical nutrition therapy and treatment education language per comments at the 11/5/2009 SOC Committee meeting and discussions with Mr. O'Brien, Ms. Palmeros, Mr. Pérez, Dr. Sayles and others to alleviate confusion and ensure that the referral linkage process was strengthened.
 - Treatment Education services within the standard has been renamed "Treatment Adherence Counseling" to make the distinction between independent treatment education services for targeted populations and on-site treatment adherence counseling provided by the medical provider or a specialist.
 - Mr. O'Brien noted that although staff functions, including the Registered Dietician (RD), were detailed in the rate study the standard references functions that may not be funded under new contracts. Mr. Vincent-Jones responded that the SOC Committee chose to avoid standard specificity that could hinder provider differences in the system of care. Instead, standards define minimums from which rate studies flow.
 - The following revisions were made to the standard:
 - Page 10, Treatment Adherence definition, add "...and can be provided by professional medical staff or specific counselors, as necessary."
 - Page 14, delete "related" services except Medical Care Coordination Services (MCC) and HIV Prevention in Ambulatory/Outpatient Settings and move Medical Specialty Services, Treatment Adherence Counseling and Medical Nutrition Therapy to the core services section to clarify that referrals, as needed, are inherent to clinical integrity.
 - Page 29, add Treatment Adherence Counseling section.
 - Pages 30-31, replace Treatment Adherence Individual Service Plan (ISP) heading with referral information. Edit for consistency with retained requirement for universal Treatment Adherence Counseling. Although treatment adherence assessment and treatment adherence ISP are not required, providers may do the latter or refer clients to them based on [client] need.
 - Page 35, Medical Specialty Services section.
 - Page 38, rename Medical Nutrition Therapy heading to <u>Nutrition Screening and Referral</u>.
 - Page 39, multiple revisions to clarify retention of requirements for nutrition screening and referral. Although medical nutrition assessment and medical nutrition plan are not required, providers may do or refer them based on client need.
 - Page 39, 2nd bullet, change "written prescription" to "written order/referral."
 - Page 40-44, delete **Nutrition Assessment Medical Nutrition Therapy** up to **Medical Care Coordination Services** and refer the reader to the Medical Nutrition Therapy Standard of Care.
 - Page 44, change first sentence under **Referral** to "All medical outpatient programs must provide or partner with medical care coordination services,..."
 - Page 60, 1st line in table should read, "not more than" to be consistent with 1st bullet. Although the listed staffing ratios are consistent with the service descriptions, explanatory language will be added.

- Page 66, under SERVICE UNITS, delete, Treatment Adherence Counseling units and Medical Nutrition Therapy Assessment Units.
- The standard will be presented at the next Commission meeting for final approval.

B. Case Management, Housing:

- Regarding training, Mr. Vega-Matos reported that OAPP's priority is to train its public partners and that training others is unrealistic especially since OAPP is losing positions due to budget cuts. Further, current case management training will sunset as OAPP shifts to Medical Care Coordination training.
- Page 4 under **SERVICE INTRODUCTION**, 2nd sentence, add "services and" between the words **housing** and **referrals**.
- Page 5, 1st reference bullet, change reference date of HOPWA Program RFP to 2007. Replace 2nd reference with, "Notice: CPD 06-07, Standards for HOPWA Short-Term Rent, Mortgage, and Utility (STRMU) Payments and Connections to Permanent Housing, issued August 3, 2006."
- Page 6 under **SERVICE/ORGANIZATIONAL LICENSURE CATEGORY**, revise 2nd paragraph to read, "Housing case managers will complete requisite HOPWA, HUD trainings as required by the Los Angeles Housing Department and, OAPP's Benefits Specialty 101 training. Add "housing" in from of case managers in 3rd paragraph.
- Page 7 under DEFINITIONS AND DESCRIPTIONS, Client Intake, add "housing" after case management.
- Page 9 under **SERVICE COMPONENTS**, 2nd sentence, add "services and" between the words **housing** and **referrals**.
- Page 11 under OUTREACH, 3rd box of table, change "owners and managers..." to "owners or managers."
- Page 13 under **ASSESSMENT/REASSESSMENT**, at end of 4th sentence add "with specific focus on affordability, habitability, crowding, safety, proximity to medical resources, proximity to community resources (supermarkets, banks, etc.), and client's social well-being."
- Page 21 under CASE CLOSURE, change 9th bullet to 180 days.
- OUTCOMES AND MEASURABLE INDICATORS will be listed as a separate document not in each standard.
- Page 24 under **STAFFING REQUIREMENTS AND QUALIFICATIONS**, revise 3rd paragraph to read, "Housing case managers will complete requisite HOPWA and HUD trainings as required by the Los Angeles Housing Department and, OAPP's Benefits Specialty 101 training.
- The issue of case loads was discussed. Mr. Vincent-Jones stated that case loads will be addressed in the next round of standards' revisions.
- → Ms. Pinney will review the standard's OUTREACH section and write a HOUSING COORDINATION section with input from Thanh Doan and Miguel Fernandez.
- C. **Residential, Transitional Services**: This item was postponed.
- 9. **SERVICE EFFECTIVENESS**: There were no comments.
- 10. STANDARDS REVIEW POLICIES: This item was postponed.
- 11. GRIEVANCE POLICY AND PROCEDURES: This item was postponed.
- 12. **MEDICAL CARE COORDINATION (MCC)**: This item was postponed.
- 13. **ACTIVITY UPDATES**: This item was postponed.
- 14. **COMMITTEE WORKPLAN**: There was no additional discussion.
- 15. **AETC REPORT**: Dr. Younai reported that the AIDS Education and Training Centers (AETC) Oral Health Advisory Group for California, Arizona, Nevada and Hawaii has begun development of a standardized oral health intake form and oral health performance indicators. It was asked if this standing item should be taken off the agenda since there has been no AETC representation at the SOC Committee meetings for quite some time. Mr. Vincent-Jones will follow-up on the matter.
- 16. **NEXT STEPS**: There was no additional discussion.

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17. ANNOUNCEMENTS:

- Ms. Palmeros announced an H1N1 vaccine clinic on 12/6/2009, 9:00am to 4:00pm, at the Rose Bowl.
- Mr. Goddard reported that the interview regarding the AID for AIDS/Serra Project merger conducted by the <u>Marketplace</u> program on NPR, is available on their website.
- The 1/7/2010 SOC Committee meeting will be from 9:00am 12:00pm.
- 18. **ADJOURNMENT**: The meeting was adjourned at 12:20 pm.